

Mr. Margie was kind enough to take my phone call today and I appreciate the opportunity to comment for the record.

I have been hoh all my life, wear two hearing aids and use a cell phone. The only way I know that they will work is to try them in-store before purchasing them. Many of the members of our SHHH chapter(North Shore) have found it difficult to get to the large provider's store to try out the phone. They are forced to make the purchase and sign a contract, only to find out the phone does not work for them. Some members have had problems canceling the contract with the small resellers, who get paid commission from the providers only upon a customer contract. Some resellers sit on the paper work in order to get that commission check. If the provider has paid the commission, the provider charges a termination fee.

It has been reported that some resellers misrepresent the terms of the contract, or just refuse to process the cancellation. This requires many telephone calls to the reseller and providers. Remember, hoh persons already have a hard time using any phone.

Therefore it is imperative that the FCC retain the "in-store testing" provisions.

Thank you

Charles J Kantor